

Initially, a caller's speech responses from a directory assistance inquiry are individually converted to independent listing and locality search queries. The listing and locality queries are determined by processing the caller's speech responses using a defined speech

10 recognition grammar. The listing and locality queries are
used to search a directory assistance database. Once the
listing results are returned from the directory assistance
database, the records in the listing results are analyzed
to select a number for the caller's directory assistance
15 request.